

C.A.R.E. Update



I.M.P.A.C.®
Government Services

DATE: Friday, December 7, 2001

C.A.R.E. Web Based-Training Format Change

As previewed at the 2001 GSA SmartPay® conference, the updated C.A.R.E. Web-Based Training (WBT) site will be released on Friday, December 7, 2001. The new format will allow changes to be made in a more timely manner, keeping WBT current with the live C.A.R.E. environment. Please note that the content has not changed in this update, following is the information that is needed to access the WBT site:

- C.A.R.E. Web-based Training (WBT) site: <https://wbt.care.usbank.com>
- Username: usbank
- Password: knowledge

As a standard practice, U.S. Bank regularly changes the password for the WBT every 6 weeks. Our next scheduled password change is February 1, 2002. An update will be sent prior to the change informing users of the new password.

Need Help?

For assistance with C.A.R.E., 24 hours a day, 7 days a week, call 800-254-9885. Outside the U.S., call us collect at 612-973-5735.

These numbers are for the A/OPCs only. As usual, if your cardholders or billing officials need assistance, they should call the regular customer service number at 888-994-6722.

Feedback?

If you have comments or suggestions about C.A.R.E. that could be answered in a future issue of C.A.R.E. Update, please e-mail us at care.government@usbank.com.